



American Water Works Association Michigan Section

Customer Service III : Know Before You Go

Thank you for registering for Customer Service III - Utility Industry Operations.
Here's what you need to know for attendance

Date & Time:

Monday, August 21, 2023
8:00 am - 4:35 pm

Location:

Zoom
[Join the class](#)

CUSTOMER
SERVICE III

August 21 | Virtual

Online:

This class will be conducted via Zoom and will be recorded.

Opening remarks begin promptly at 8:00 AM. Please login at least five minutes prior.

We recommend that if you have never participated in an online session before, take some time to test your system per the instructions in the confirmation email. You must have visual and audio capabilities. Video must be on during class times unless instructed.

If you have trouble connecting please contact info@mi-water.org.

Continuing Education Credits

Course #2635: CECs: 06. in the Other category available

Attendees are expected to participate and to be engaged throughout the duration of the session to receive CECs. Attendance and participation will be determined by log in/out times and engagement during the class. CECs are based upon contact time.

Text Books

Books were mailed USPS priority mailed in mid-July. If you do not receive your book(s) please contact info@mi-water.org.

Agenda

Virtual	Duration	Lesson

8:00 am - 8:30 am	30 minutes	Introduction
8:30 am - 9:45 am	75 minutes	Chapter 1: Understanding the Basics
9:45 am - 11:30 am	120 minutes	Chapter 2: Understanding the Rules and Regulations
10:00 am - 10:15 am	15 minutes	Break
11:30 am - 12:00 pm	30 minutes	Chapter 3 The Fundamentals
12:00 pm - 1:00 pm	60 minutes	Lunch
1:00 pm - 2:30 pm	90 minutes	Chapter 3: The Fundamentals (cont.)
2:30 pm - 4:00 pm	90 minutes	Chapter 4: The Value of Water
4:00 pm - 4:20 pm	20 minutes	Break
4:20 pm - 4:35 pm	15 minutes	Wrap-up

[Download the Agenda](#)

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